

## UID UTAH INTERACTIVE (UII) APPLICATIONS

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**NOTE:** At this time July 01, 2012, this document requires detailed specifications to be annotated. Presently this addendum only addresses its topic from a very high / descriptive level.

### Catalog of UID Developed Applications

Application	Description
Company Licensing Renewal (CLR)	A web browser based application, which allows a company regulated by the Insurance Department to renew their license or certificate of authority online. Companies can update their address information, pay any annual fees due using a credit card or echeck and then print a certificate of renewal. Revised 15 Dec 2012 to use Sircon for States web services.
Company Agent Search (CAS)	A web browser based application designed for the consumer to be able to lookup the status of an insurance company, insurance agency, or an insurance agent. The application shows the relationships that agents have to agencies and companies as well as relationships agencies have with companies.
Company Agent Search II (CAS II)	A web browser based application designed for the consumer to be able to lookup the status of an insurance company, insurance agency, or an insurance agent. The application shows the relationships that agents have to agencies and companies as well as relationships agencies have with companies.
Invoice Payment System (IPS)	A web browser based application, which allows any invoice issued by the Insurance Department, be paid online. Entities can update their address information and pay any fees due using a credit card or echeck.
Shopping Cart	A web browser based application, which allows a consumer to purchase an Insurance Code Book or a Rate Value Study.
Agent Search II (ACAS II)	A web browser based application, designed for the health insurance consumer to be able to lookup the location and status of entities participating in the Utah Health Exchange, <a href="http://exchange.utah.gov">http://exchange.utah.gov</a>

The hours of support required for the applications listed above are listed below.

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## Product Description

Application	Support Hours	Days of Week
Applications listed above	Business Hours: 8:00 am to 5:00 pm Mtn	Monday through Friday except State Holidays

## Product Features and Descriptions

Feature	Description
UII Application Development	Utah Interactive staff develops and support several applications.
UII Application Support	Problem resolution does include deployment of security patches or other software patches approved by the customer or customer's vendor for deployment or ordered by the customer to address security or system compatibility.

## Features Not Included

Feature	Explanation

## Rates and Billing

Feature	Description	Base Rate
Development	Application Development	Fixed Price Per SOW / Work Order
Hosting	Hosting Services	See current Enterprise rate sheet

## Ordering and Provisioning

In most instances the need for application development is dictated originally by specifications in a Statement of Work or Work Order. The Agency assigned IT Director will facilitate the Ordering and Provisioning as requested.

## DTS Responsibilities

- Understand the needs and requirements of the customer.

Promptly communicate with both UII and the agency concerning any outages or problems discovered.

Assist UII in repairing any outages on a best effort basis and according to SLA/OLA agreements established and agreed upon with the customer, UII and DTS.

### UII Responsibilities

Understand the needs and requirements of the customer.

Promptly inform the customer of any outages or problems discovered.

Repair outages on a best effort basis and according to SLA agreements established and agreed upon with the customer and DTS.

### Agency Responsibilities

- Specify application and operational needs of applications / systems supported or to be supported / developed in a UII Environment.

### DTS Service Levels and Metrics

**Sircon for States (SFS)** is required to be up and operational during the hours that the UID offices open for business (8:00 a.m. to 5:00 p.m. Monday thru Friday excluding holidays Mountain time. Public hours are 8:00 a.m. to 5:00 p.m.). The databases are also required to be up for consumer and industry access as well as certain back-end processes that run during business off hours (24 x 7 with scheduled maintenance windows). While Sircon Corporation is responsible for the actual service 24x7, there is a replicated database locally, customized applets, reports, and other third party applications that rely on 24x7 access to the Sircon databases.

**Hours of support coverage for the Insurance Department includes 8:00 AM – 5:00 PM Mtn Monday – Friday.**

**Sircon Corporation is responsible for extended application support and hosting of the service. See Sircon For States PD Exhibit A 4209.02.13a for Sircon Corporation's Support, SLA, System Performance and Operating Objectives.**

In an effort to improve service to our customer agencies, DTS will measure and report on the following enterprise metric goals:

- Application Availability
- Resolution Time
- Initial Response
- First Contact Resolution
- Customer Satisfaction Surveys

#### **Application Availability:**

Application availability measures DTS' efforts to ensure agency key business applications meet the percent of availability goals identified in the agency Service Level Agreements (SLA). DTS will determine application availability based upon the collective measurement of the configuration items (both hardware and software) which are determinant to supporting the agency business services applications. These metrics will be reported each month by agency with a cumulative report showing

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DTS' efforts over several months and posted to the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

Metric Description	Target
UII Developed Applications	99.00%

Times exclude those tickets in a "Pending" status waiting a known bug fix.

### Resolution Time:

Resolution time measure DTS' efforts to resolve customer incidents within the time lines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: <http://dts.utah.gov/metrics/index.php>.

Total Time to Resolution	Target: Percent of Tickets Meeting Priority Timelines
Low priority - 6 Business hours	90%
Medium priority - 4 Business hours	90%
High priority – 3 Clock hours	90%
Critical priority - 3 Clock hours	90%

### Initial Response:

Initial response measure DTS' efforts to respond to customer incidents within the time lines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: <http://dts.utah.gov/metrics/index.php>.

Time to Initial Response	Target: Percent of Tickets Meeting Priority Timelines
Low priority – 1 Business hour	85%
Medium priority – 1 Business hour	85%
High priority – 1 Clock hour	90%
Critical priority – 30 Clock minutes	95%

### First Contact Resolution:

First contact resolution measures DTS' efforts to resolve customer incidents on initial contact with either our help desk or a technical specialist. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

Metric Description	Target
First Contact Resolution	65% of all incidents reported resolved on

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	initial contact
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### Customer Satisfaction Surveys and Reporting:

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey is voluntary.

The chart below identifies DTS enterprise goals for customer satisfaction. Cumulative monthly reports will be created displaying the customer's level of satisfaction with DTS support. These reports will then be posted on the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

### Customer Satisfaction Target

Metric Description	Target
Average level of satisfaction with resolution efforts	≥ 4.5 n a scale of 0 - 5
Percentage of respondents expressing satisfaction (vs. dissatisfaction)	93% of respondents satisfied

### Insurance Department Definitions

Supplemental definitions for Insurance Department only urgency:

Insurance Department Urgency Definitions

Urgency	Definition
Low Urgency -	Routine Requests
Medium Urgency -	Work impacted
High Urgency -	Work Stoppage with work around
Urgent Urgency -	Total Work Stoppage